

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Robert R. Bushey *et al.*
Serial No.: 10/679214
Filing Date: October 3, 2003
Group Art Unit: 2614
Confirmation No.: 5961
Examiner: Tieu, Benny Quoc
Title: *System, Method and Software for a User Responsive Call
Center Customer Service Delivery Solution*

Mail Stop –AMENDMENT
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed February 9, 2007, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendment to the Attorney Docket No. is on page 2 of this paper.

Amendments to the Claims begin on page 3 of this paper.

Remarks/Arguments begin on page 6 of this paper.

AMENDMENT TO ATTORNEY DOCKET NUMBER

Please change the Attorney Docket Number associated with this Application to:
130332.00043.